

Kandie Diane Smith

Experience

2008 – Present

ReStart Behavioral Health Care, Inc.

Greenville, NC

Director Of Residential Services

- Responsible for the operations of all of the residential homes in the Greenville and Rocky Mount area
 - Supervise the hiring and training of new employees into the residential program
 - Assess and complete supervision of the program managers on a daily basis
 - Responsible for planning, coordinating and monitoring services for eligible clients and their families
 - Serve as a liaison and facilitate communication between the client and their legal guardian
 - Attend and participate in meetings with outside agencies on behalf of the company and the client
 - Responsible for the advocacy, the development of natural community resources, crisis response and transition planning
 - Perform clinical and administrative responsibilities of 10 hour a week for each residential home
 - On call 24 hours a day and provide guidance in crisis situations in the event that the program manager needs assistance
 - Communicate with the state on any issues or concerns affecting the daily operations of the residential facilities
-

2006 –2008

ReStart Behavioral Health Care, Inc.

Greenville, NC

Residential Qualified Professional

- Assess the strengths, weaknesses and potential abilities in all domain areas(cognitive, residential, educational, medical, behavioral, social, recreational, social and legal)
 - Facilitates the development of a comprehensive treatment/service plan that includes but is not limited to all the domain areas in accordance with State Division requirements
 - Develops an appropriate transition plan and ensures all aspects of the service plan are focused on this transition.
 - Conducts a face to face visit regularly with each client to develop an ongoing relationship and to review changes in client's behavior, needs and wants.
 - Provides orientation to the client and family regarding the program, services, and the formal grievance process.
 - Provides initial and ongoing training concerning client rights; ensures client rights are being protected and that each service/facility operates in the least restrictive manner.
 - Assist with developing a comprehensive child specific crisis plan which ensures that all people involved are informed and have the skills necessary to carry out the plan.
 - Is available 24 hours a day, seven days a week to handle emergencies.
 - Serves as liaison within the community and with other agencies serving ReStart clients, and accesses needed services.
 - Supervise program managers and house staff to ensure follow through of assigned job responsibilities.
 - Maintain confidentiality, as per agency policy, procedure, practices and confidentiality law.
 - Ongoing training of staff to assist with the development
-

2004 – 2006

Target Corporation

Greenville, NC

Executive Team Leader of Assets Protection

- Responsible for supervising and managing the assets protection department of the store.
- Evaluated and analyzed safeness incidents and identified trends.
- Developed and implemented solutions to resolve theft, fraud and investigative issues.
- Partnered with local police investigators to solve theft and fraud related cases
- Partnered with the community to promote safeness on various different issues
- Other duties as assigned.

2000- 2004

Crisis Prevention Institute, Inc.,

Brookfield, WI

Senior Staff Instructor/Trainer

- Responsible for managing and training groups in workplace violence prevention.
- Assisted in developing and implementing training manual and instructional material.
- Lead trainer for advanced courses and on-site consultations with customers.
- Conducted on-site assessments to determine corporation's vulnerability to workplace violence and worked with staff to refine skills taught in basic program, along with developing long-term strategies for training implementation.
- Other duties as assigned.

1996- 2000

Crisis Prevention Institute, Inc.,

Brookfield, WI

Professional Staff Instructor

- Responsible for training staff in the area of workplace violence prevention and behavior management
- Provided keynote presentations at regional and national conferences.
- Provided on-going support to customers by being available by phone to assist with problem solving and the most effective ways to implement program information learned.
- Evaluated peers to assist with enhancing training presentations to make them more effective for the customers
- Disciplines trained include: corrections, law enforcement, health, education, mental health, and private sector
 - Training conducted throughout the United States, Canada, United Kingdom, Ireland, Australia, New Zealand and South America

Education

May 1991

Charleston Southern University

Charleston, SC

Bachelor of Science

- Major: Sociology
- Minor: Communications

Special Trainings/Certifications

- Adult First Aid
- CPR
- NCI-A&B
- Med Administration
- Person Centered Thinking
- Clients Rights and Confidentiality
- Mental Health Diagnosis
- Blood Borne Pathogens
- Special Populations

Technical Skills

- Windows
- MS Office Suites (Word, Excel, Power point , etc)
- All office machinery including fax, copier

Memberships & Affiliations

- Active Member of Delta Sigma Theta Sorority, Inc.- Past Treasurer
- League of Women Voters
- Greenville Get Out To Vote Coalition
- Logistics Chair of American Heart Walk 2005 & 2007
- Coach-JV Girls Basketball Team/South Central High School 2006 to 2009
- Coach-East Carolina University Women's Club Basketball Team 2006 to 2009
- Neighborhood Association Advisory Board –Board Member 2009